DDC
DUE DILIGENCE CHECKING

Quick Start Guide – DBS Checks

Quick Start Guide for the Baptist Union of Great Britain

Welcome to your DBS online application system provided by Due Diligence Checking Limited.

Due Diligence Checking Limited are the provider for the DBS checking service for the churches, associations and colleges that form the Baptist Union of Great Britain. In this Quick Start Guide for verifiers you will find some introductory information about the online process. Details of the service or more information about DDC are available from our website www.ddc.uk.net/.

This guide is for you as a verifier, which we would encourage you to use. Applicants are guided through the process as they complete their online form, so you do not need to give them a copy of this guide. If you would like more detailed information you can find this on our "How To" pages in the client area of our website when you log in. All verifiers should have received their login details, please contact DDC if you haven't received them.

If you need any assistance as you start to use the system or at any time in the application process you are welcome to contact our support team on 0116 260 3055 or 0845 644 3298, or contact us by email at contact@ddc.uk.net.

On behalf of the team at DDC, we look forward to working with you, and to supporting the churches, associations and colleges that form the Baptist Union of Great Britain.

Jonathan Bazely
DDC Director

Working in partnership with:

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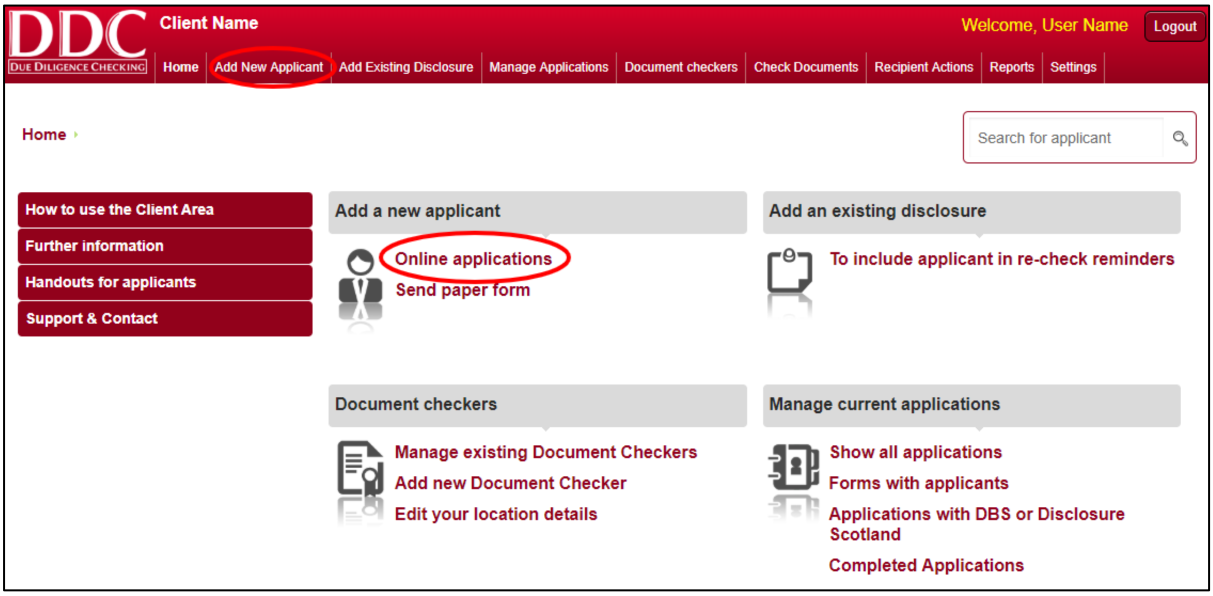
Logging In

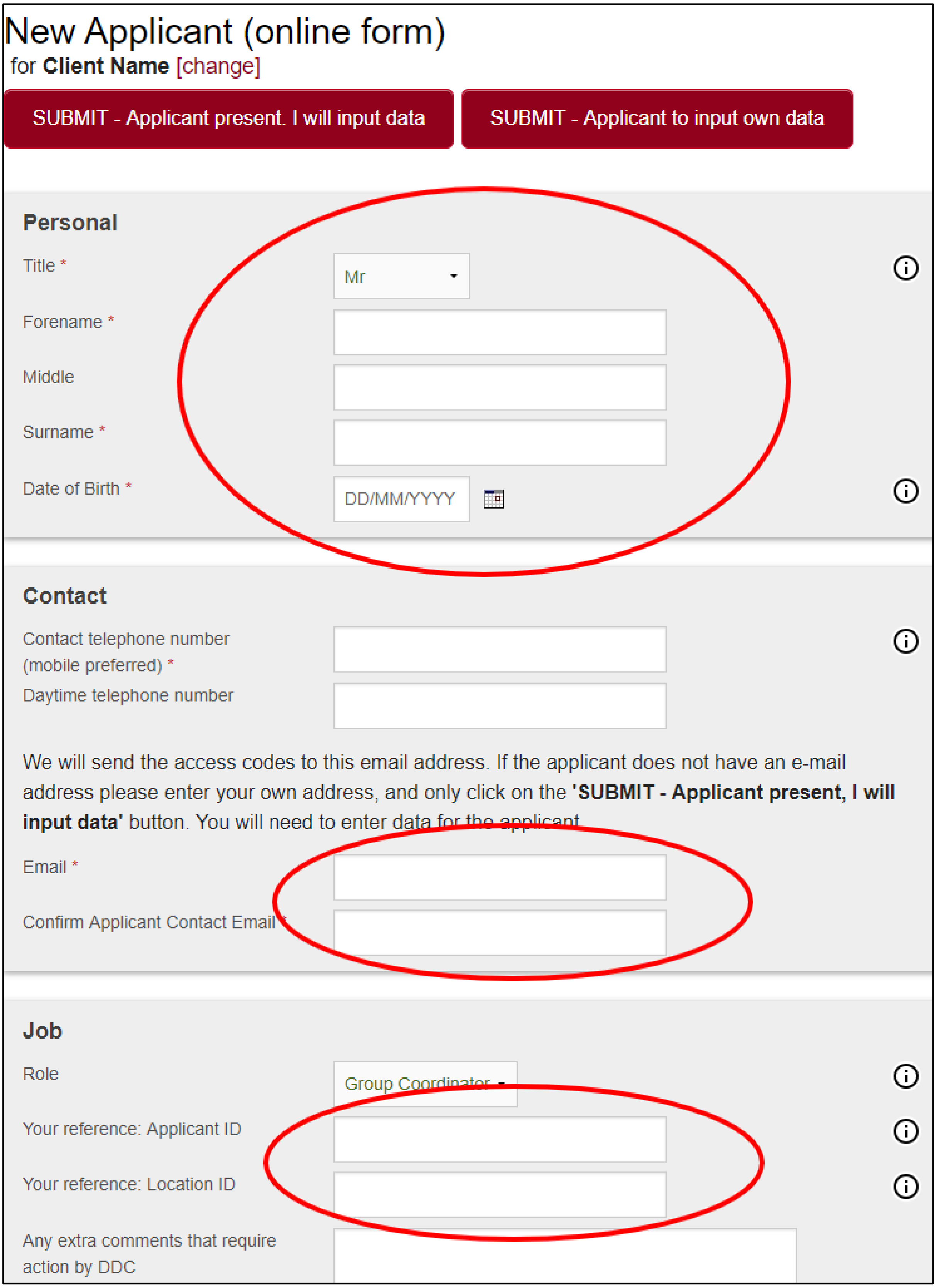
1. You will receive your log in details by email directly from DDC. If you do not receive your username and password or have misplaced the original email please contact one of the DDC team on 0116 260 3055 and we would be happy to help.
2. Once you have received your login email, please go to the DDC website via the link contained in the email, or direct to www.ddc.uk.net/

Adding an Applicant

1. To initiate a DBS check for a new applicant, click on either the "**Online DBS applications**" or "**Add new applicant**" links on the Client Area home page.



2. Fill in the details as requested on screen, selecting the applicant's job role from the drop-down menu and input any of your own references in the ID section.


New Applicant (online form)

for **Client Name** [change]

SUBMIT - Applicant present. I will input data

SUBMIT - Applicant to input own data

Personal

Title * Mr

Forename *

Middle

Surname *

Date of Birth * DD/MM/YYYY

Contact

Contact telephone number (mobile preferred) *

Daytime telephone number

We will send the access codes to this email address. If the applicant does not have an e-mail address please enter your own address, and only click on the **'SUBMIT - Applicant present, I will input data'** button. You will need to enter data for the applicant.

Email *

Confirm Applicant Contact Email *

Job

Role Group Coordinator

Your reference: Applicant ID

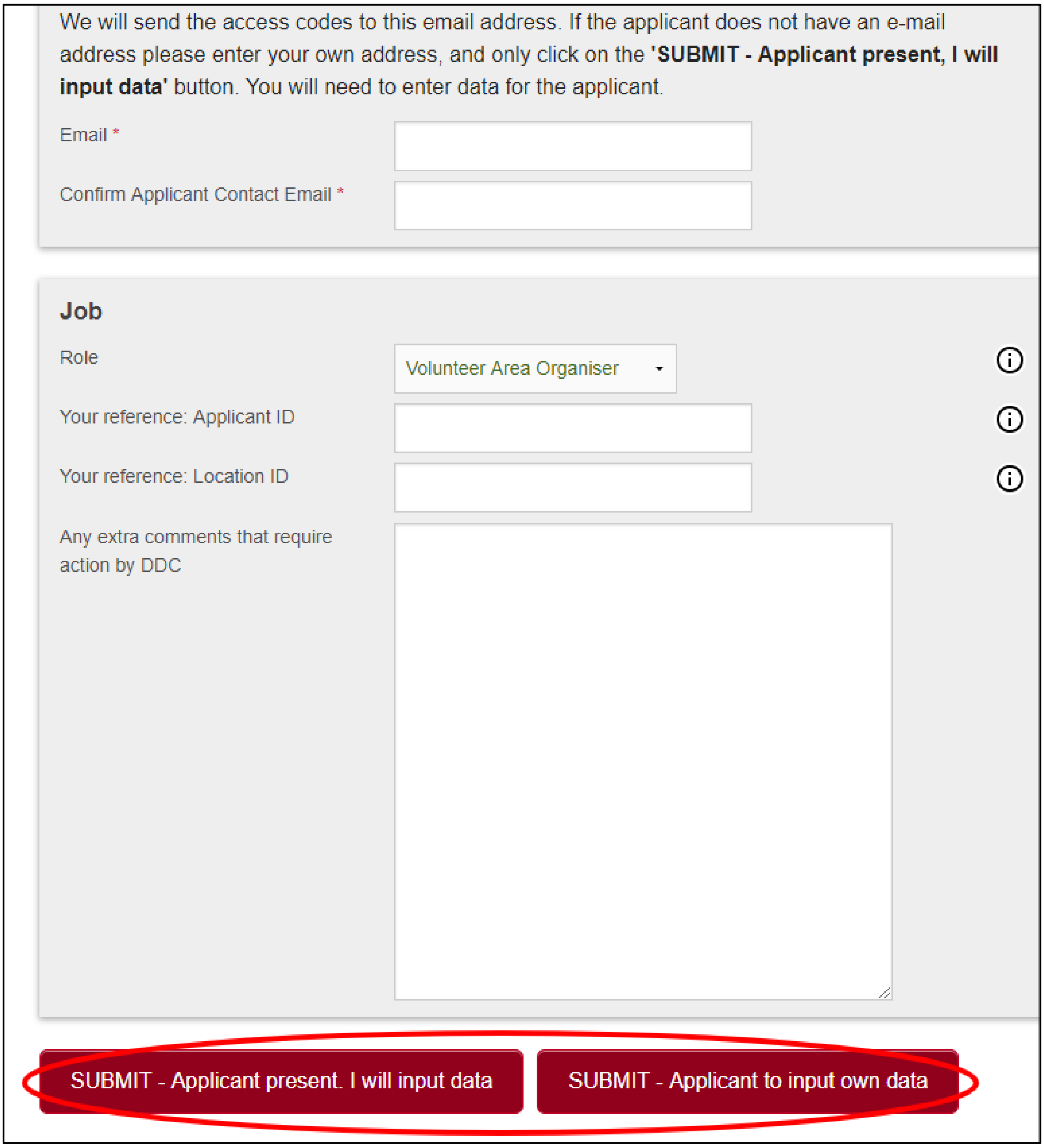
Your reference: Location ID

Any extra comments that require action by DDC

3. Click "**Submit**" to create the applicant. We recommend that you do this as soon as you know the applicant will be taking the role. To minimise your workload, please ensure that the applicant fills in their own form and nominate DBS compliant documents. They will be given full guidance on how to do this and DDC will issue reminders to encourage completion.

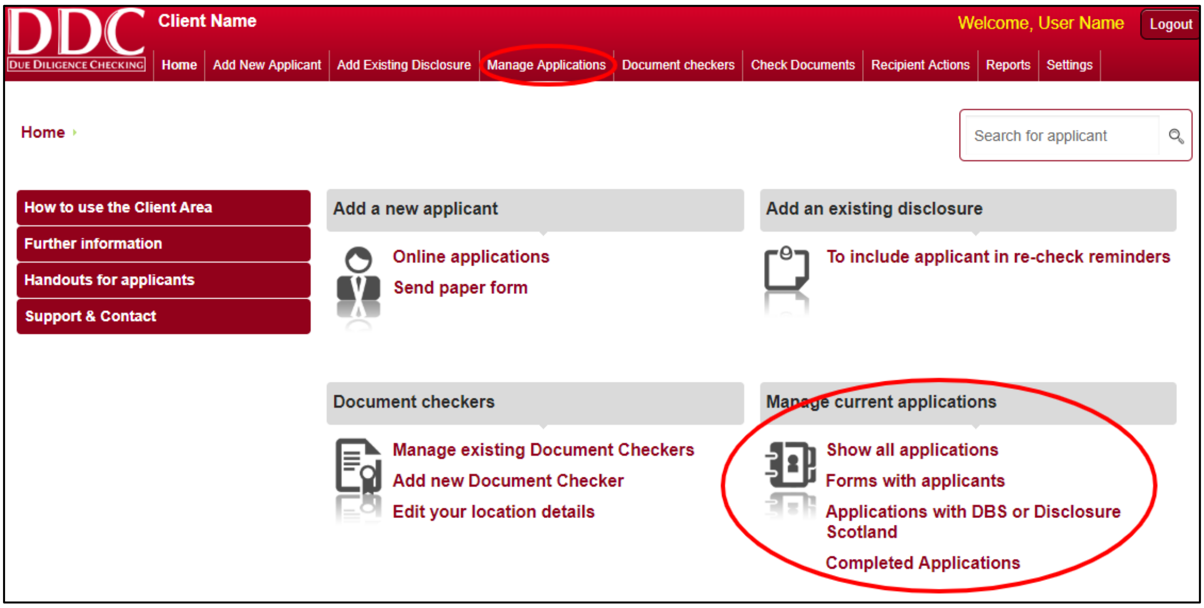
   The request screen presents two different options:

   - Selecting **'Submit - Applicant to Input own data'** will send an email to the applicant containing a link to the online application form or,
   - If the applicant is present, you can click the **'Submit - Applicant present'** button to go directly to the blank application form and fill in the applicants details immediately.



4. The applicant will be instructed to present their documents for checking once they have completed the application form. DDC can notify you when an applicant has completed their form and nominated their documents as an optional system setting. As part of the service the applicant will be sent reminder messages if they do not complete the process promptly.

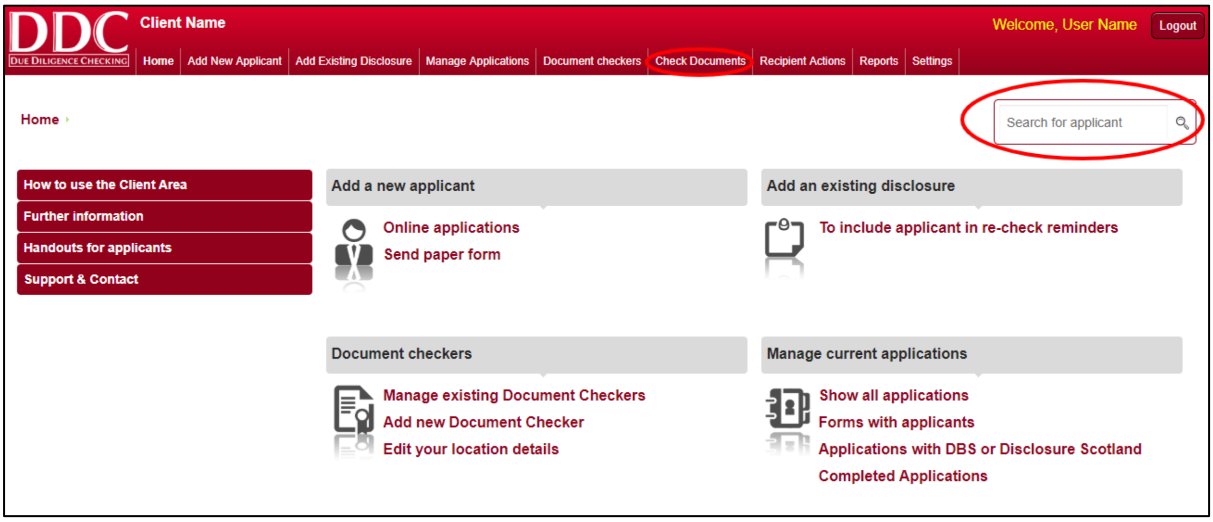
5. You can view the list of created applicants via the **'Manage Applications'** link. For more information on this feature, see the Tracking Applications section of this guide.



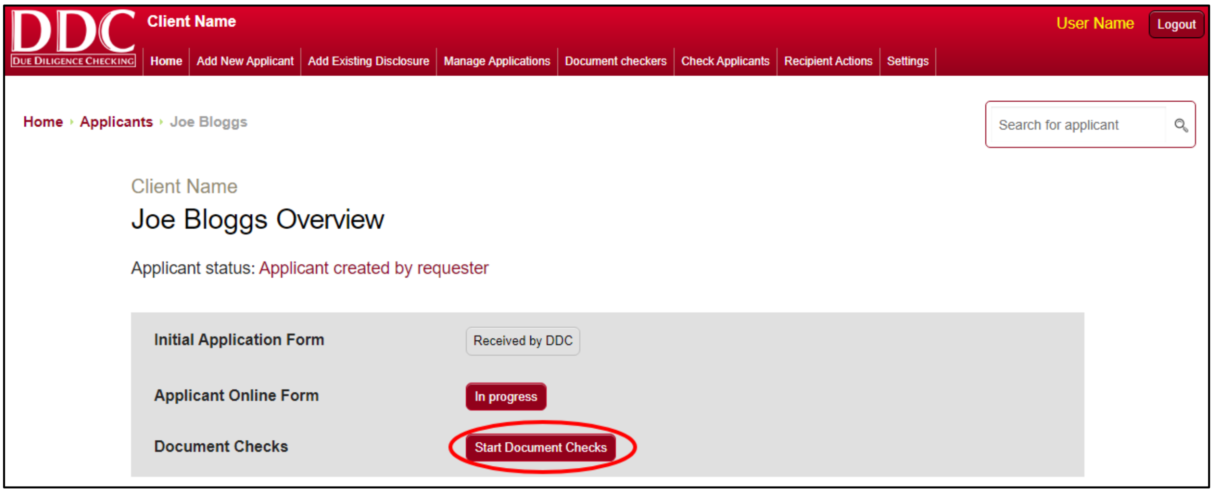
Checking an Applicant's Identity Documents

After the online application form has been completed, the applicant is required to present you with some identity documents. You are responsible for ensuring the details entered into the online form correspond to those on the documents presented, and that the documents are genuine. This is handled by the system with a series of questions about the documents and the data that they contain, plus tips on common security features on documents. As an option, DDC can send you an email when the applicant has filled in their online application form and this step is ready to be completed.

1. When an applicant brings you their documents, log into the Client Area again. Either click on "**Check Documents**" at the top of the screen and an applicant list will appear or, type the applicants name in the "**Check an applicant's documents**" search bar.
2. Click on the appropriate applicant name.



3. The applicant status screen will appear next to the "**Document Checks**" status. This will say "**Start *Document Checks***" if this is a new application, or may indicate that they have been started if some of the questions have already been answered. Click on this status.



4. The applicant should have nominated some identity documents to present to you. Click on each one and answer the questions about the document. You can select the document name or the ‘verify’ button on the right-hand side.

Currently Nominated Documents

If you entered a document on the previous pages, it will be shown in the table below. You can nominate further documents in the orange box below.

These document will have to be Verified; How to verify documents

Nominated Document(s)	Issuer	Group	Confirms DOB	Verified
Passport (Any Country)	GB	1	✓	verify
Bank or Building society statement (UK)		2b	-	✓
Council Tax Statement (UK)		2b	-	✓

5. If documents have not been nominated, or more documents are needed, you can select more from the 'Acceptable Documents' section at the bottom of the screen. Simply click on the document type to begin entering the correct details.

Acceptable Documents

Nominating Further Documents

To nominate or check further documents, please **click** on a document from the list below.

Group 1: Primary identity documents

- Passport (Any Country)
- Photocard Drivers Licence (UK)
- Birth Certificate (UK only. Issued within 12 months of Birth)
- Adoption Certificate (UK)
- Application Registration Card
- e-Visa

Group 2a: Trusted government documents

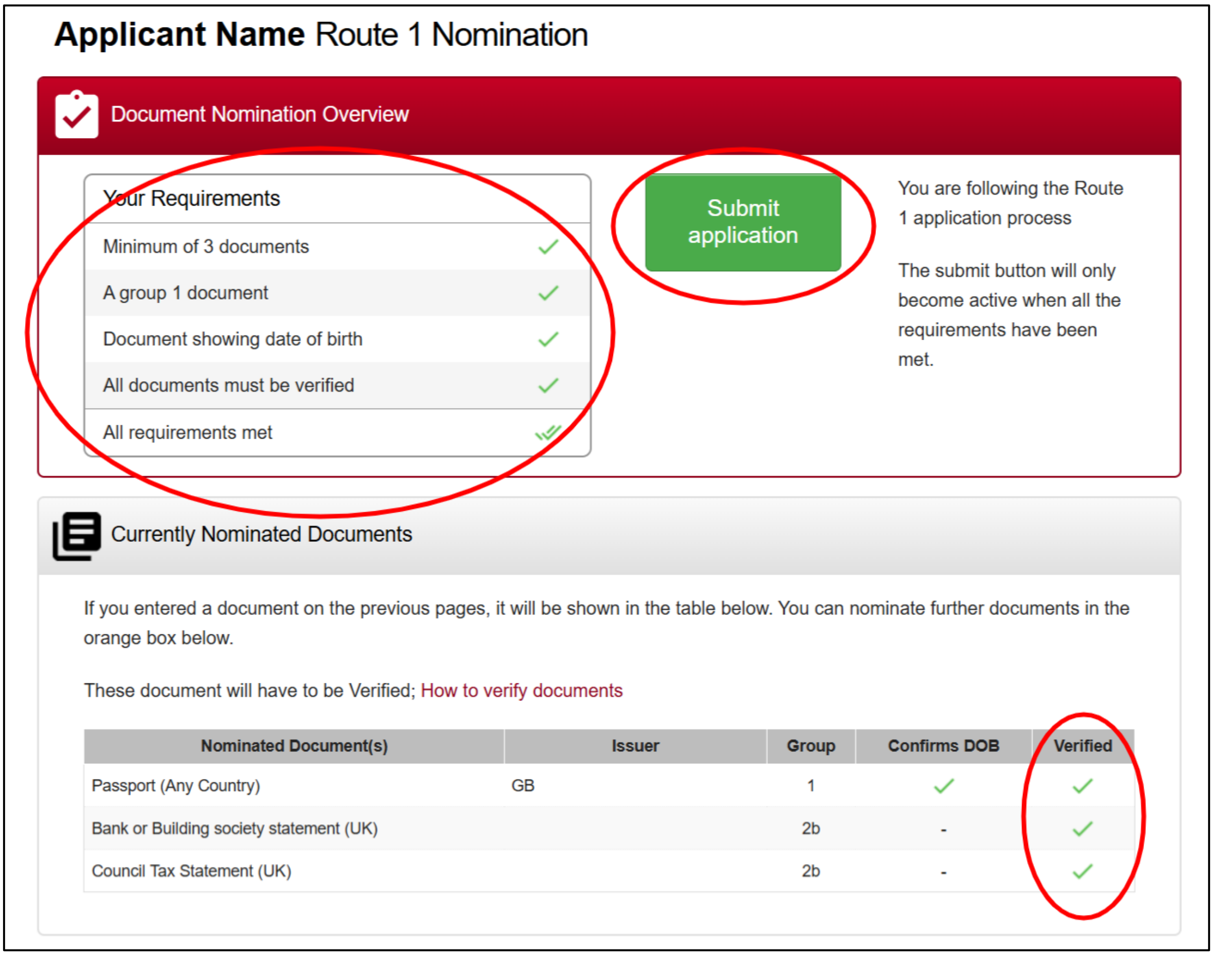
- Photocard Driving Licence (Non-UK. Only valid for 12 months after entry into the UK)
- Paper-style Driving Licence (UK)
- Birth Certificate (UK only. Issued 12+ months after Birth)
- Marriage / Civil Partnership Certificate (UK)
- HM Forces ID Card
- Firearm Licence (UK)
- Immigration document, visa or work permit (Non-UK) 12

Group 2b: Financial and social history documents

- Mortgage Statement (UK) 12
- Bank or Building society statement (UK) 3
- Bank or Building society statement (Non-UK) 3
- Bank or building society account opening letter (UK) 3
- Credit Card Statement (UK) 3
- Financial statement (e.g. pension, endowment, ISA. UK only) 12
- P45 12
- P60 12
- Council Tax Statement (UK) 12
- Sponsorship Letter (Non-UK)
- Utility Bill (Not Mobile Telephone) 3
- Benefits Statement e.g. Child Allowance, pension etc. 3
- Correspondence or Personalised document from a local or central UK Government body giving entitlement 3
- EU National ID card
- Irish Passport Card
- PASS Card
- Letter from a Head Teacher
- Global Health Insurance Card
- HMRC Self-Assessment or Tax Demand Letter 12

3 Less than 3 months old 12 Less than 12 months old

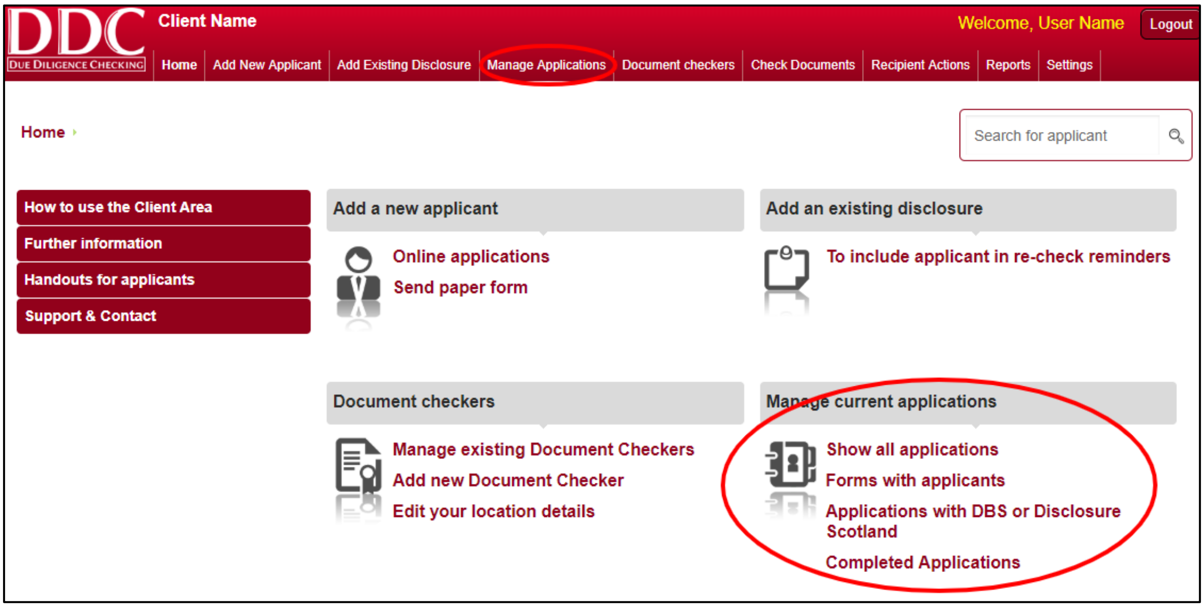
6. After answering questions for each document, a “**Submit application**” button will appear. Click this and the application will now be submitted to DDC.



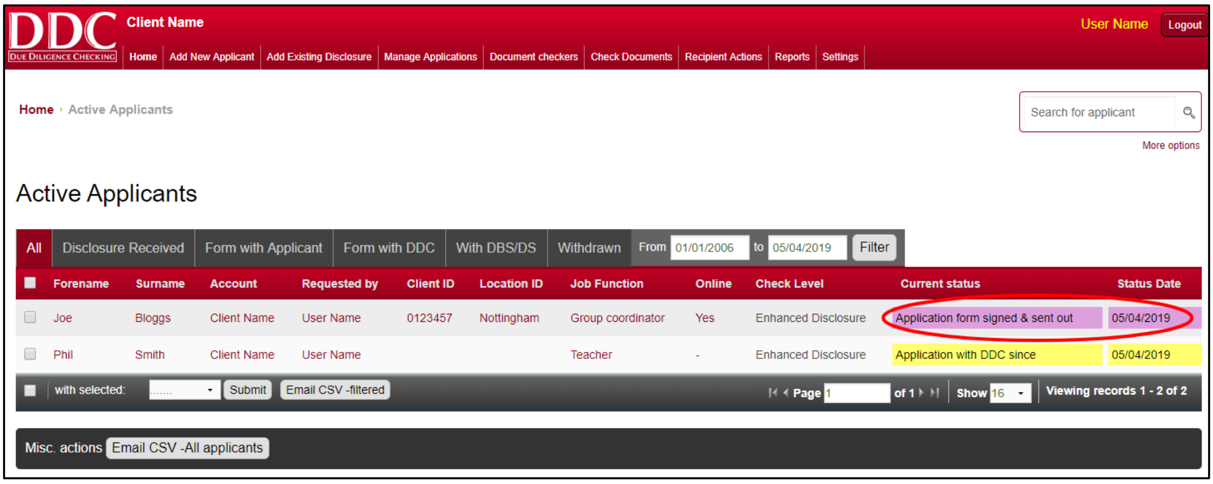
Please note: The identity checker cannot verify the identity of a relative, partner, people who live in the same house as them, or a personal friend.

Tracking Applications

1. To see the status of applications already initiated click "**Manage current applications**" or "**Manage Applications**"



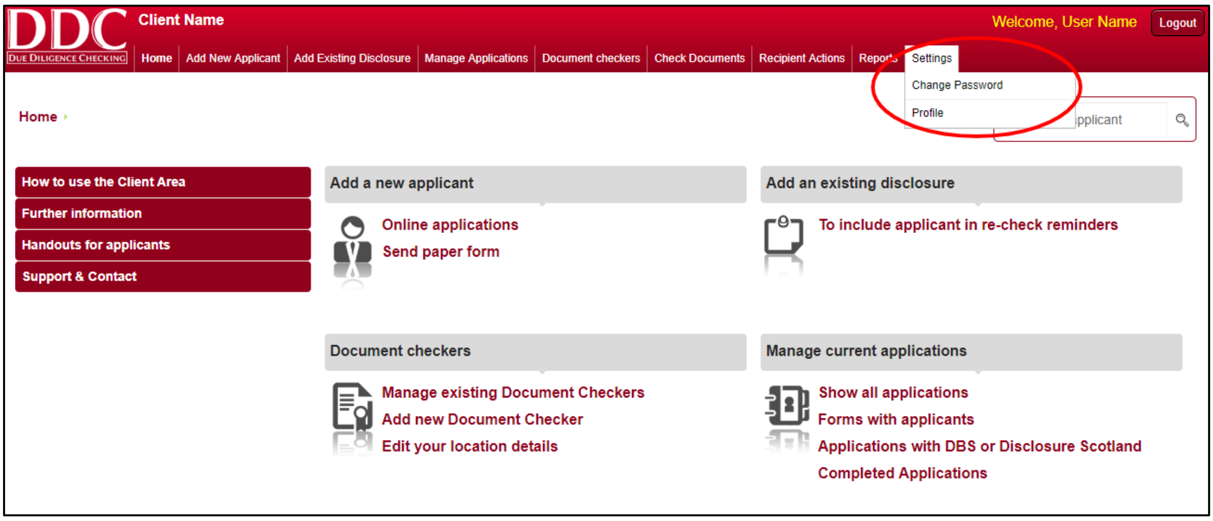
2. From this section, you can sort applicants into categories, order them or search for individual applicants. To find out more about the progress of a particular applicant, click on **'Current Status'**



Profile Settings

As part of the Document Checking process, applicants are provided with some instructions, informing them where they can take their documents to be checked. You can change these instructions to suit your requirements. This may come in handy if you are not at the same location all the time or work an irregular shift pattern or would like the applicant to call you to arrange a meet time.

1. Click on the "**Settings**" section and then select "**Profile**".



2. Edit the location or give the applicant an instruction on where or how to bring documents to you.
3. Once you have made any changes click "**Save changes**".

Frequently Asked Questions

1. **The applicant has no email address/is not confident using a computer, how do I complete the process?**

An online application can still be submitted. There are a few solutions to this:

- The applicant can sit with you while you complete it on their behalf (or you can complete it together). This is initiated in the same way as normal but click "**Submit – applicant present I will input data**" at the bottom of the new applicant form. This takes you directly to the blank form followed by the document checking section. The form can be saved at any point as normal.
- A paper application form can be printed off from the "Handouts for applicants" section of the Client Area. The applicant can fill this in and bring it back to you with their identity documents (a handout for what documentation is required can also be printed). You then initiate the check in the same way as usual but as above click "**Submit - applicant present I will input data**" and copy the information across.
- Use your email address as the contact and when you receive the application email with log in details, print this off and hand it to the applicant. The applicant can then use any internet enabled computer or device. They can change their password when logging on to the blank form.

2. **How do I know when a disclosure has been issued?**

When a Disclosure is issued the applicant is always sent a paper copy to their home address directly from the DBS. You will be sent an email confirming it has been issued. This email confirms the Certificate issue number and issue date, which can also be found in the "**Manage Applications**" section of the Client Area. The applicant should <u>not</u> start working in their role until you have received this email. You do not need to view the applicant's Certificate.

3. **What happens if a Disclosure is blemished? (i.e. is not clear.)**

The DBS Code of Practice requires that Disclosure information, including whether a Disclosure has content, is only made known to those who need to know as part of their duties. You are not required to see or request to see blemished Disclosures.

The BUGB Safeguarding Team at Baptist House is responsible for handling blemished Disclosures. DDC will contact the applicant directly if their Disclosure is blemished and send them a special pack in the post. DDC will make arrangements for the Disclosure to be sent directly to us to pass onto the Safeguarding Team.

The BUGB Safeguarding Team will carry out a risk assessment of the information contained. If an applicant is cleared to work in a role, you will receive a standard email notification confirming the certificate issue number and date. If an applicant is deemed unsuitable to work in a role, or should work within particular conditions, you will receive a specific notification containing the relevant information. Applicants should <u>not</u> start working in their role before you receive such notification.

4. **What documentation will the applicant need to submit to me as the verifier?**

The required documentation is explained to the applicant during the online application process. You can find a printout of the documentation required in the Client Area under "**Handouts for applicants**" or if you would prefer you can view our website www.ddc.uk.net/help-advice/guidance-for-applicants.

5. **What do I do if the applicant has brought the wrong documentation?**

If the applicant provides different documents to those nominated via their application, this is not a problem providing the document is still valid as per the DBS requirements. You can add the document directly by clicking on the document type, reading the guidance and entering the basic document information. If the documents provided do not meet the DBS requirements, the applicant will need to provide alternatives.

6. **Does using the online service make the check portable?**

No, using the online system is just a quicker and more efficient way of applying for a DBS check. Once the DBS have issued the Disclosure, the applicant can choose to subscribe to the Update Service so their Certificate can potentially be reused in certain situations.

7. **What is the Update Service?**

The DBS Update Service was launched by the Disclosure and Barring Service on 17th June 2013.

When applicants receive their Disclosure, they can subscribe online and pay an annual fee. Subscription for volunteers is free. This will potentially allow the applicant to show future employers their current Disclosure and to check this is up to date using an online portal on the DBS website. The Disclosure can be accepted by the employer providing it is at the same level, workforce, vetting and barring lists and volunteer status as the Disclosure that the new employer would normally request. They should also recheck identity documents and the original Certificate.

The applicant has 30 days from the date of issue of the Certificate to join the service and can do so at www.gov.uk/dbs.

More information can be found at www.ddc.uk.net/question/what-is-the-dbs-update-service/

8. **How do verifiers keep their password and login details safe?**

Verifiers should not share their password or login details with anyone else as they are individual to them. If your church needs an additional verifier to cover holidays or ill health please let us know and we will arrange for them to have their own login and password. Where several verifiers are in the same church, the DDC system will allow all verifiers at that church to see checks in progress so there is an easy way to share this information with each other.

9. **How do I register another verifier for my church?**

If a church wishes another representative of the church to help manage the DBS application process and verify the identity of applicants undertaking a DBS application, the name and contact details of additional representatives should be sent to the Baptist Union's Database Administrator. All contact details can be found on the Baptist Together website.

10. I am stepping down as a verifier, who should I tell?

You can notify DDC that this is happening but you must also contact the BUGB Database Administrator. All contact details can be found on the Baptist Together website.

Full documented instructions can be found in the Client Area but if you require more information, please contact DDC Ltd on 0845 644 3298 / 0116 260 3055 or send an email to contact@ddc.uk.net

Job roles

Below is a list of job roles that have been loaded to the system as per the Baptist House requirements and guidance. Please select the role that applies to the position applied for, making note of the volunteer or paid status of the applicant. Each of these job titles corresponds to a different type of check to be requested. If an applicant is carrying out more than one role in the church please ensure that the highest level of check is requested. All of these checks will be at the enhanced level unless stated below as basic. For more guidance on some of the terms used please see the BUGB website:

The BUGB Guide to DBS Checks

Job role	Barring List (Regulated Activity)	Workforce	Paid or Volunteer
Adults at risk worker with barred list (PAID)	Adults	Adult	Paid
Adults at risk worker with barred list (VOL)	Adults	Adult	Volunteer
Adults at risk worker without barred list (PAID)	None	Adult	Paid
Adults at risk worker without barred list (VOL)	None	Adult	Volunteer
Children and youth worker with barred list (PAID)	Children	Child	Paid
Children and youth worker with barred list (VOL)	Children	Child	Volunteer
Children and youth worker without barred list (PAID)	None	Child	Paid
Children and youth worker without barred list (VOL)	None	Child	Volunteer
Children youth and adults worker with barred list (PAID)	Children and Adults	Child & Adult	Paid
Children youth and adults worker with barred list (VOL)	Children and Adults	Child & Adult	Volunteer
Children youth and adults worker without barred list (PAID)	None	Child & Adult	Paid

Children youth and adults worker without barred list (VOL)	None	Child & Adult	Volunteer
Minister / Worker Accredited NOT TO BE REQUESTED BY CHURCH	Working at Home with Children and Adults	Child & Adult	Paid
Minister Reg Recognised (PAID) NOT TO BE REQUESTED BY CHURCH	Working at Home with Children and Adults	Child & Adult	Paid
Minister Reg Recognised (VOL) NOT TO BE REQUESTED BY CHURCH	Working at Home with Children and Adults	Child & Adult	Volunteer
Minister Unaccredited (PAID) PLEASE CHECK ACCRED STATUS	Working at Home with Children and Adults	Child & Adult	Paid
Minister Unaccredited (VOL) PLEASE CHECK ACCRED STATUS	Working at Home with Children and Adults	Child & Adult	Volunteer
Trustee	None	Child & Adult	Volunteer
Ministerial Applicant or In Training NOT TO BE REQUESTED BY	Working at Home with Children and Adults	Child & Adult	Paid
Retired Minister (volunteer)	Children and Adults	Child & Adult	Volunteer
Minister Accredited (VOL) PLEASE CHECK ACCRED STATUS	Working at Home with Children and Adults	Child & Adult	Volunteer
Designated Person for Safeguarding (Vol)	None	Child & Adult	Volunteer